



# SYSTEM EVENT MANAGEMENT DISCIPLINE

Last Updated 09/12/06

| DEFINITION                          |  |                                     |  |
|-------------------------------------|--|-------------------------------------|--|
| <i>Name</i>                         | System Event Management  |                                     |  |
| <i>Description</i>                  | The System Event Management discipline defines the roles, standards, policies, and technologies for management of system events and defining optimal capacity for utilization and planning purposes.   |                                     |  |
| <i>Rationale</i>                    | Proper system event management methodology will provide the means to minimize downtimes and implement proper responses to system events.   |                                     |  |
| <i>Benefits</i>                     | Benefits of the System Event Management discipline include: <ul style="list-style-type: none"> <li>• Highly available solutions</li> <li>• Improved customer satisfaction</li> <li>• Automated corrective or recovery actions taken</li> <li>• Notifications based on pre-determined thresholds</li> <li>• Identification of bottlenecks and resource intensive tasks</li> <li>• Integration of alerts and events from multiple sources</li> <li>• Integration and coordination of tasks on multiple platforms</li> <li>• Immediate notification of outages and escalations</li> </ul> |                                     |  |
| BOUNDARY                            |  |                                     |  |
| <i>Boundary Limit Statement</i>     | This discipline is limited to monitoring and managing system events from mainframe, server, workstation, network and network-attached devices operating on the State network. This discipline does not encompass systems hosted on non-State of Missouri networks; however, some of these tools and techniques may be used for these systems.  |                                     |  |
| ASSOCIATED ARCHITECTURE LEVEL       |  |                                     |  |
| <i>Specify the Domain Name</i>      | System Management  |                                     |  |
| CRITICAL REFERENCES                 |  |                                     |  |
| Related Domains/Disciplines         |  |                                     |  |
| <input type="checkbox"/>            | Application -Development Tools   | <input type="checkbox"/>            | Interface-Accessibility  |
| <input type="checkbox"/>            | Application -Electronic Collaboration  | <input type="checkbox"/>            | Interface-Branding   |
| <input type="checkbox"/>            | Information-Data Management  | <input type="checkbox"/>            | Interoperability-Application Interoperability                    |
| <input type="checkbox"/>            | Information-GIT  | <input type="checkbox"/>            | Interoperability-Data Exchange                                   |
| <input type="checkbox"/>            | Information-Knowledge Management   | <input type="checkbox"/>            | Privacy-Personalization  |
| <input type="checkbox"/>            | Information - GIT  | <input type="checkbox"/>            | Privacy-Privacy (Data)   |
| <input checked="" type="checkbox"/> | Infrastructure - Network   | <input type="checkbox"/>            | Privacy-Profiles   |
| <input checked="" type="checkbox"/> | Infrastructure - Platform  | <input checked="" type="checkbox"/> | Security-Management Controls                                     |
| <input type="checkbox"/>            | Interface-Access   | <input checked="" type="checkbox"/> | Security-Operational Controls                                    |
| <input type="checkbox"/>            |  | <input type="checkbox"/>            | Security-Technical Controls                                      |
| <input type="checkbox"/>            |  | <input type="checkbox"/>            | Systems Management-Asset Management                              |
| <input type="checkbox"/>            |  | <input type="checkbox"/>            | Systems Management-Change/Configuration Management               |
| <input type="checkbox"/>            |  | <input checked="" type="checkbox"/> | Systems Management-Help Desk/Incident Management                 |
| <input type="checkbox"/>            |  | <input type="checkbox"/>            | Systems Management-Performance Measurement and Capacity Planning |
| <input type="checkbox"/>            |  | <input checked="" type="checkbox"/> | Systems Management-System Availability                           |
| <input type="checkbox"/>            |  | <input checked="" type="checkbox"/> | Systems Management-System Event Management                       |
| <input type="checkbox"/>            |  | <input checked="" type="checkbox"/> | Systems Management-System Recovery                               |

|   |  |                        |          |
|---|--|------------------------|----------|
| Standards Organizations/Government Bodies                 |  |                        |          |
| List Standards Organizations                              |  |                        |          |
| List Government Bodies                                    |  |                        |          |
| Stakeholders/Roles  |  |                        |          |
| List Stakeholders   | State IT Staff, state workers, citizens, partners and Service Providers.   |                        |          |
| List Roles  |  |                        |          |
| Discipline-Specific Technology Trends                     |  |                        |          |
| List Discipline-specific Technology Trends                | Automation, agent and non-agent interactions, SNMP traps, event driven alarms, virtualization, single point of control and smart reporting                             |                        |          |
| Technology Trend Source                                   |  |                        |          |
| ASSOCIATED COMPLIANCE COMPONENTS                          |  |                        |          |
| List Discipline-level Compliance Components               |  |                        |          |
| METHODOLOGIES   |  |                        |          |
| List methodologies followed                               |  |                        |          |
| DISCIPLINE DOCUMENTATION REQUIREMENTS                     |  |                        |          |
| Provide documentation requirements for this Discipline    |  |                        |          |
| ASSOCIATED TECHNOLOGY AREAS                               |  |                        |          |
| List the Technology Areas associated with this Discipline | Network Management/Monitoring, Hardware Management/Monitoring, Application Management/Monitoring, Operating Environment Management/Monitoring, Job and Task Management |                        |          |
| CURRENT STATUS  |  |                        |          |
| Provide the Current Status                                | <input type="checkbox"/> In Development <input type="checkbox"/> Under Review <input checked="" type="checkbox"/> Approved <input type="checkbox"/> Rejected           |                        |          |
| AUDIT TRAIL   |  |                        |          |
| Creation Date   | 6/07/06  | Date Approved/Rejected | 11/28/06 |
| Reason for Rejection                                      |  |                        |          |
| Last Date Reviewed  |  | Last Date Updated      | 09/12/06 |
| Reason for Update   |  |                        |          |